

Baggage Policy Update-Questions & answers

Questions	Answers
1. Why is Copa Airlines making changes to its baggage policy?	Copa Airlines takes these measures to adapt to the trends of the international commercial aviation market, improve competitiveness and standardize its baggage policies to provide a better service to their passengers.
2. How soon does the new baggage policy begin to apply?	The new changes will apply for tickets purchased from February 1, 2019 with a flight date beginning May 1, 2019 for flights: <ul style="list-style-type: none"> ▪ From and To Panama ▪ Between North America and Ecuador ▪ Between North America and Colombia And for tickets purchased from April 1, 2019 with a flight date beginning May 1, 2019 for flights: <ul style="list-style-type: none"> ▪ Between North America and Peru ▪ Between South America and Mexico
3. What passengers are exempt from the charge for the second suitcase?	The second bag fee does not apply to passengers who purchase tickets in Economy Full fares (Y, B, M), Business Class and all ConnectMiles PreferMembers.
4. To which passengers do these changes apply?	The changes apply for passengers who purchase tickets in Economy Promo and Economy Classic fares (A, E, L, T, O, W, S, U, V, K, Q, H) for the dates and routes indicated in point 2.
5. What happens if I already bought my ticket to travel to the regions where the collection is beginning?	All passengers who have purchased their tickets: Before February 1st, 2019 in flights: ▪ From and To Panama ▪ Between North America and Ecuador ▪ Between North America and Colombia Before April 1st, 2019 in flights: ▪ Between North America and Peru ▪ Between South America and Mexico Are exempt from the second bag fee and can transport 2 bags of 23 kg (50lb) each free of charge.
6. For which regions does the second bag charge apply?	▪ From/To Panama ▪ Between Central America ▪ Between the Caribbean ▪ Between North America ▪ Between South America ▪ Between Central America and the Caribbean ▪ Between South America and Central America ▪ Between South America and the Caribbean ▪ Between South America and Mexico ▪ Between North America and Central America ▪ Between North America and the Caribbean ▪ Between United States/Canada and Colombia, Ecuador, Guyana, Peru, Suriname, Venezuela Puerto Rico is considered part of The Caribbean.
7. To which regions does the charge for a second bag not apply?	Between United States/Canada and Argentina, Bolivia, Brazil, Chile, Paraguay, Uruguay.
8. What is the cost for transporting the second bag?	The cost is USD \$40 for all markets.
9. What about the other excess baggage restrictions?	Our policies for charges and restrictions on excess baggage remain unchanged in accordance with our current policy
10. Is it allowed to transport the second bag during the embargo period?	Yes, it is allowed to carry the second bag, in all markets, during the embargo periods.